

# Public Works Committee

March 10, 2026





## Water Main Break at Carrollton and Panola

- Monday March 9 at 2:15am
- 48" water main break at Panola and Carrollton
- Break isolated at 5:15am
- BWA for Uptown, CBD, French Quarter, Mid-City, portion of Gentilly, Upper and Lower 9<sup>th</sup> Ward, and two portions of New Orleans East
- Repair and return to service expected by the end of the week.





## Sequence of Events

- 2:15 am: Alerted to a water pressure drop
- 2:30 am: Inspectors go out to look for break
- 2:45 am: Identified the location of the break; called in crews with a valve truck
- 3:05 am: NOLA ready post regarding public safety incident (NOPD initiated due to flooding); NOPD initiated street closures
- 3:15 am: SWBNO Social media posts regarding incident

***In order to provide the BWA boundaries, the break typically needs to be isolated.***

- 4:35 am: First valve closed
- 5:15 am: Second valve closed
  - Notifications to LDH, Board of Directors, Mayor, City Council, NOLA Ready, external partners
- 6:16 am: BWA issued – website, press release, and social media updated
- 6:45 am: NOLA Ready Alert issued



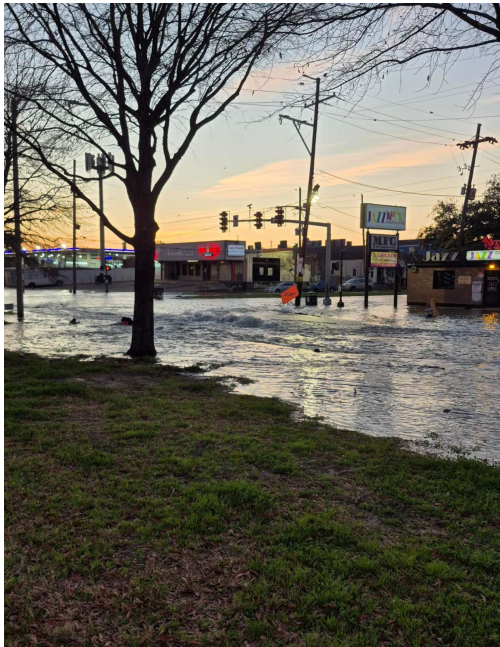
## Water Main Break at Magnolia and Jackson

- Wednesday March 4 at 11am
- 30" water main from 1930s
- No BWA required
- Needed specialized equipment to fully isolate the break
- Evaluating timeline to repair in light of Panola break





# Watermain Break at S Claiborne & Toledano



**Monday Feb 23<sup>rd</sup>**  
4 am main break  
BWA issued



**Monday February 23<sup>rd</sup>**  
11 am after isolation



**Tuesday February 24<sup>th</sup>**  
Repairs underway;  
BWA cancelled\*



**Saturday February 28**  
Water main returned to  
service  
*Roadway full returned to  
service on Sunday morning  
(March 1)*

\*Limited BWA issued Wednesday evening for Broadmoor/Marlyville/Fountainbleu/BW Cooper/Hoffman Triangle due to 12" water closure that caused a drop in water pressure due to already low pressures in the area



# Boil Water Advisory Notifications

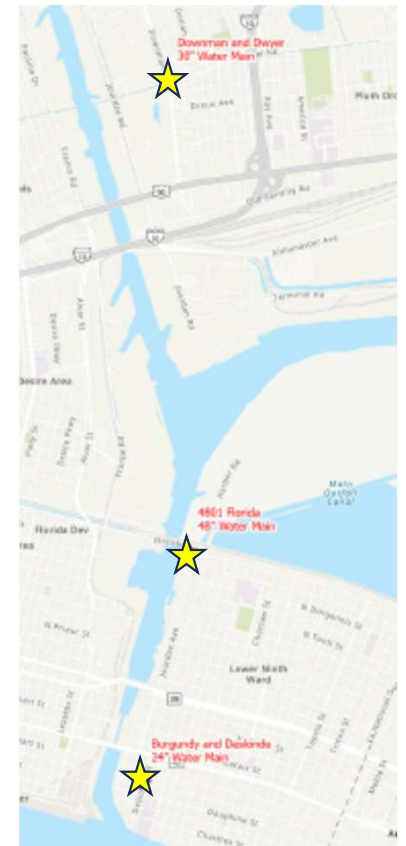
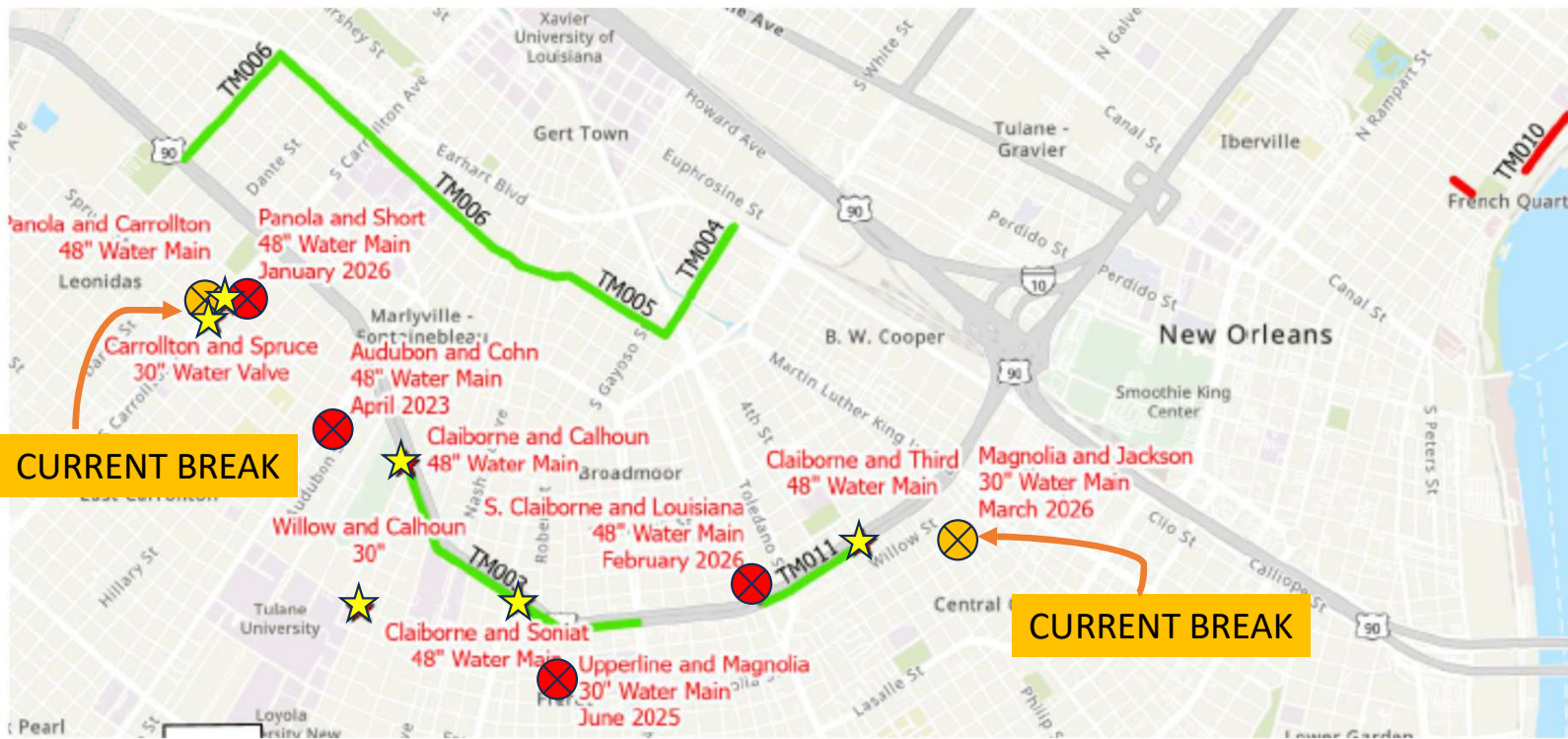
- Press releases/ Media coverage
- Website banner
- Call Center notifications
- Portal notifications **(sign up here!)**
- NOLA Ready
- Social Media

A screenshot of the website swbno.org/News/BoilWater. The page features a map of New Orleans with a search bar and a sidebar titled "Info Summary". The sidebar contains a table with the following data:

Status	Count
In Effect/Active	0
In Effect/Active - Water Quality Testing Underway	0
Lifted/Cancelled	0



# Water Main Work Continues

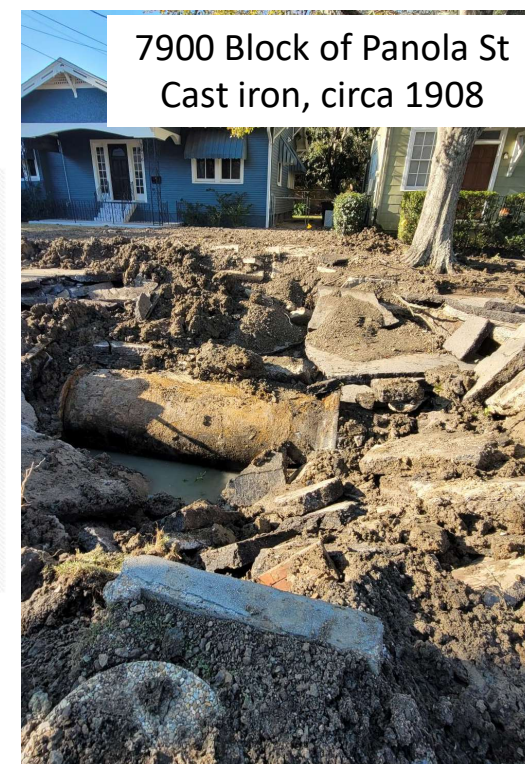
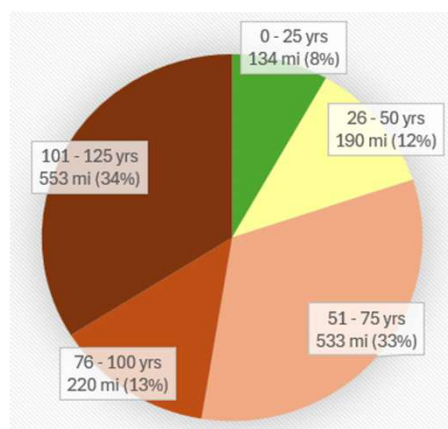




# Water Distribution System Status

- 1600 miles in our system; 34% over 100 years old
  - 33.8 miles of TM's (pipe diameters larger than 20")
- 115 miles water lines replaced in Transmission Main Projects
  - FEMA determined criteria for eligibility of replacement/ reimbursement: *age, size, material, number/ type/ frequency of repairs*
- Additional 4 Transmission Main projects designed and ready to bid
  - Seeking federal funding for these projects
  - Will need longer term, sustainable funding source
- Seeking technology solutions for an updated assessment

Average Age of Transmission Mains





# Lead Service Line Replacement Program Update

- Bids received for Program Management RFP
  - 4 bids received; evaluating bids for responsiveness
  - Accelerated review timeline, with selection anticipated by May 2026
- Continue to pursue a legal path forward to utilize existing funding sources on private property
  - Senator Duplessis sponsoring legislation



# Learn More about Lead



**EPA**  
CONCERNED ABOUT LEAD IN YOUR DRINKING WATER?

## Sources of LEAD in Drinking Water

**Faucets:** Fixtures inside your home may contain lead.

**Copper Pipe with Lead Solder:** Solder made or installed before 1986 contained high lead levels.

**Galvanized Pipe:** Lead particles can attach to the surface of galvanized pipes. Over time, the particles can enter your drinking water, causing elevated lead levels.

**Lead Service Line:** The service line is the pipe that runs from the water main to the home's internal plumbing. Lead service lines can be a major source of lead contamination in water.

**Lead Goose Necks:** Goose necks and pigtail are shorter pipes that connect the lead service line to the main.

Labels in diagram: MAIN WATER LINE, WATER METER.

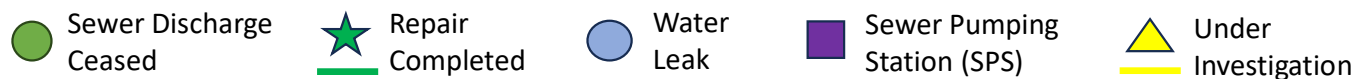
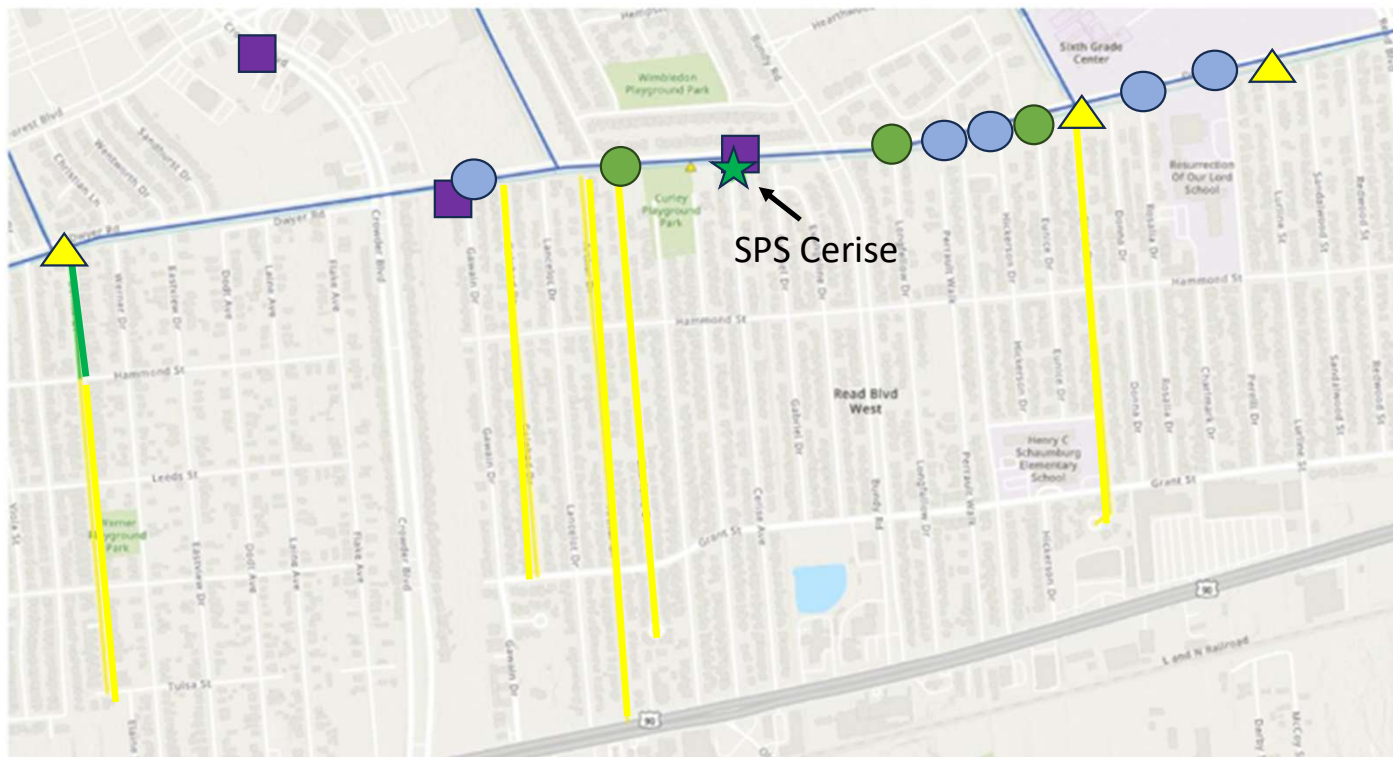
Distribution piping (4"+) does not contain lead.  
Piping under 4" may contain lead (service lines)

### Lead can be found throughout a child's environment.

- 1** Homes built before 1978 (when lead-based paints were banned) probably contain lead-based paint.  
When the paint peels and cracks, it makes lead dust. Children can be poisoned when they swallow or breathe in lead dust.
- 2** Certain water pipes may contain lead.
- 3** Lead can be found in some products such as toys and toy jewelry.
- 4** Lead is sometimes in candies imported from other countries or traditional home remedies.
- 5** Certain jobs and hobbies involve working with lead-based products, like stain glass work, and may cause parents to bring lead into the home.



# Dwyer Canal Update



- Cerise pumping station back in service with temporary pumps
- Removed pump at Knight St
- Point repair on Bonita St
- Fixed several water leaks along Chef Hwy
- Additional inspections on select streets to develop a full repair plan
- Manhole monitoring system pilot test



# Improving Resident Communications

## WARNING Sanitary Sewer Overflow



NO WADING



NO PLAYING



NO PETS

### Avoid Physical Contact With Area

Monitoring and cleanup are in progress. While this sign is posted, exposure to impacted water may cause a health risk.

If you experience any sewer issues, please report to 504-52-Water

For more information, visit [SWBNO.org](http://SWBNO.org)



### SWBNO AT WORK

*Unforeseen Repairs Needed*

SWBNO crews are working hard to repair the following:

- Water main break
- Sewer main break
- Sewer connection overflow
- Other \_\_\_\_\_

### PRACTICE SAFETY

As our teams work, the area near your property is considered an active construction site. Please use caution.

### NEED TO FILE A CLAIM?

If you have property or vehicle damage, you can file a claim at [swbno.org/about/claims](http://swbno.org/about/claims)

**We apologize for any inconvenience. Thank you for your patience as we work quickly to make this repair.**

### STAY UPDATED

[swbno.org](http://swbno.org)



@SWBNewOrleans



# Pay-by-Phone

- **Problem Identification: Pay by Phone Difficulty**

- Late last week, 5 customer called to report
- System remained operational
- However, periods of elevated server utilization could have contributed to intermittent call disconnects

- **Actions Taken**

- Customer Service assisted callers
  - Outbound contact to affected customers
  - Resolved payment within 30 minutes of report
- Test transactions completed
- Server capacity increased to improve performance and stability
- Working with vendors for further analysis

## Call 52-WATER



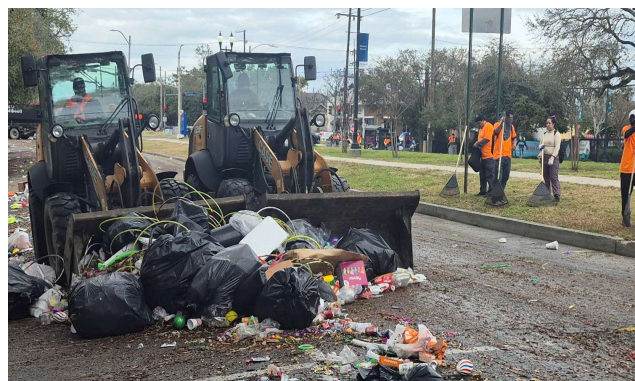
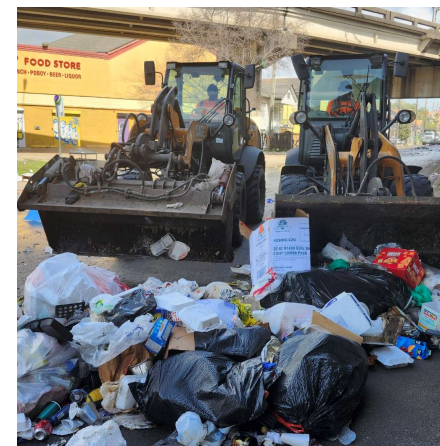
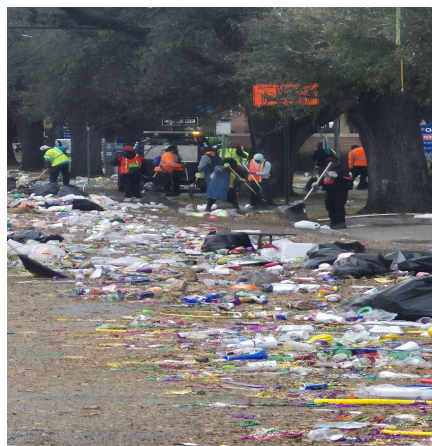
**CUSTOMER SERVICE ISSUES**

Account issues, billing issues, other questions, and concerns



# Mardi Gras Support

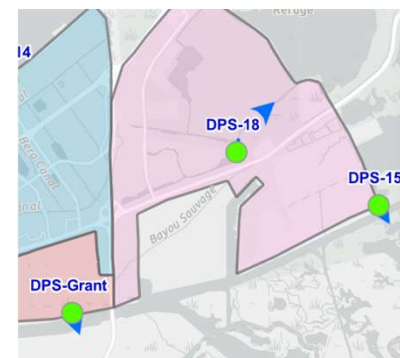
- SWBNO assisted with
  - Post-event restoration and street cleaning
  - Street blocking/ barricade placement to ensure safety in work zones
- Coordination across city agencies: Department of Sanitation, Department of Public Works (DPW), NOPD, Fire Department
- Equipment Used: front-end loaders, skid steer loaders, trash trucks, tandem trucks, F450, light pickup trucks, and hand tools
- Structured route system utilized to ensure systematic coverage and timely completion





# DPS 15 – Discharge Pipe Replacement

- In-house welding kept the pipe usable for years, but ultimately needed replacement
- Improves pumping ability as well as protects the integrity of the Industrial Canal levee system





# Making Reporting Easier!

To Report an Issue: Contact 52- Water or Report Online



## WATER & SEWER ISSUES

Water leaks, sewer backups, or other issues with water and sewer



## STORMWATER or DRAINAGE ISSUES

Report flooding, clogged, or damaged catch basins. You can also call 311



## CUSTOMER SERVICE ISSUES

Account issues, billing issues, other questions, and concerns

[swbno.org/CustomerService/ReportAnIssue](http://swbno.org/CustomerService/ReportAnIssue)